

IN THE UNITED STATE PATENT AND TRADEMARK OFFICE

Applicant: Harrison)
Serial No. 08/919,450) Examiner: Nguyen, Cuong H.
Filed: August 28, 1997) Art Unit: 3625
Title: System And Method For)
Computer-Aided Technician)
Dispatch And)
Communication)

SUBSTITUTE RESPONSE TO OFFICE ACTION

SUBMITTED VIA FACSIMILE
(703) 746-5572

Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

In response to the Office Action dated January 2, 2003, please enter the following in lieu of the previously filed response. This response is submitted to correct informalities noted in a phone call received from the Examiner.